BROADBAND DEMAND REGISTRATION SURVEY

YOUR CHANCE TO GET BETTER CONNECTED IN DEVON AND SOMERSET.

Devon and Somerset County Councils in partnership with Bath & North East Somerset, North Somerset, Torbay and Plymouth Councils are launching a programme that aims to provide improved broadband for everyone. To get involved and help us achieve our goal of faster broadband access for homes and businesses by 2015 please fill in this simple survey. Alternatively call our hotline number on **0844 4636887**. Calls cost 5p per minute from a BT landline. Mobiles may vary. If you have already completed a questionnaire on the phone or via our online survey you don't need to complete a second.

Contact Name _____

Age ____   Telephone _____

Email _____

Address _____

Postcode _____

Q1. Does your household currently receive a broadband service? (Select one)

☐ Yes (go to Q3)   ☐ No (go to Q2)

Q2. If No – Why does your household not have a broadband connection? (Select one)

☐ It is not available at my address
☐ The speed is too slow to make it worth my while
☐ I don't know how to use a computer/ access the internet
☐ I don't need it
☐ I can't afford it
☐ Other

(Then go to Q8)

Q3. Who is your broadband supplier? (Select one)

☐ BT   ☐ Sky
☐ Virgin   ☐ Plusnet
☐ Talk Talk   ☐ O2
☐ AOL   ☐ 3
☐ Eclipse   ☐ Vodafone
☐ Orange   Other _____

Q4. What is your current broadband download speed?* Write in actual speed in Mb/s

_____

*For more information on identifying your broadband speed log on to **www.connectingdevonandsomerset.co.uk** or call our hotline.

Q5. How much do you currently pay for your broadband connection? (Select one)

☐ £0 – £5
☐ £6 – £10 per month
☐ £11 – £15 per month
☐ £15 – £20 per month
☐ More than £20 per month
☐ Don't know
☐ Other (please specify)

_____

Q6. Do you pay for your service as part of a bundle? (Select one)

☐ Broadband only
☐ Broadband and telephone
☐ Broadband and television
☐ Broadband, telephone and television
☐ Other (please specify)

_____

Q7. What are your main uses for broadband? (Select one)

- [ ] Email
- [ ] Searching the internet for information
- [ ] Accessing public services online
- [ ] Working from home
- [ ] Social networking
- [ ] Sharing photographs online
- [ ] Learning online
- [ ] Online buying/selling or banking
- [ ] Booking holidays/cinema/theatre
- [ ] Completing official returns/forms
- [ ] Downloading music/film or software
- [ ] Watching on demand tv
- [ ] Listening to music or watching films online
- [ ] Playing online games
- [ ] Other (please specify)

Q8. Does your household need a faster broadband connection? (Select one)

- [ ] Yes (go to Q9)
- [ ] No (go to Q12)

Q9. With a faster connection what would you like to do that you cannot do now? (Select all that apply)

- [ ] All that I do now, but faster/better/more efficiently
- [ ] Email
- [ ] Searching the internet for information
- [ ] Accessing public services online
- [ ] Working from home
- [ ] Social networking
- [ ] Sharing photographs online
- [ ] Learning online
- [ ] Online buying/selling or banking
- [ ] Booking holidays/cinema/theatre
- [ ] Completing official returns/forms
- [ ] Downloading music/film or software
- [ ] Watching on demand tv
- [ ] Listening to music or watching films online
- [ ] Playing online games
- [ ] Other (please specify)

Q10. How much in total per month would you be prepared to pay for a faster connection? (Select one)

- [ ] £0 – £5
- [ ] £6 – £10 per month
- [ ] £11 – £15 per month
- [ ] £15 – £20 per month
- [ ] More than £20 per month
- [ ] Don't know
- [ ] Other (please specify)

Q11. What broadband download speed do you think you will need? (Select one)

- [ ] 2 – 4 Mbps
- [ ] 5 – 10 Mbps
- [ ] 11 – 24 Mbps
- [ ] 25 – 50 Mbps
- [ ] 50 + Mbps
- [ ] Don't know

Q12. How many adults are there in the household?

Q13. What is the occupation of the main wage earner in the household?

Q14. What are the ages of any children under the ages of 18 at your address? (Write in)

- [ ] No children
- [ ] Child 1
- [ ] Child 2
- [ ] Child 3
- [ ] Child 4
- [ ] More…

Please return all completed questionnaires to:

Connecting Devon and Somerset,
Golley Slater Contact Management,
Wharton Place, Wharton Street,
Cardiff CF10 1GS.

Information collected within this survey will only be shared with Devon and Somerset Council and companies associated with the super fast broadband project. We may pass your information on to our chosen super fast broadband provider, if you are not happy for us to do this please tick here. [ ]

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@dccsccbroadband

Connecting Devon and Somerset

Devon County Council

Bath & North East Somerset Council

North Somerset

PLYMOUTH

TORBAY